

Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet

1

of

2

Complete if Known

Application Number

~~Not yet assigned~~

Filing Date

Herewith

First Named Inventor

TYAGARAJAN

Group Art Unit

Not yet assigned

Examiner Name

Not yet assigned

Attorney Docket Number

G15.001

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code* (if known)			
h	A	4,881,261		Oliphant et al.	11/14/1989	
h	B	5,025,468		Sikand et al.	06/18/1991	
h	C	5,299,260		Shaio	03/29/1994	
h	D	5,467,391		Donaghue, Jr. et al.	11/14/1995	
h	E	5,592,542		Honda et al.	01/07/1997	
h	F	5,721,770		Kohler	02/24/1998	
h	G	5,784,452		Carney	07/21/1998	
h	H	5,828,747		Fisher et al.	10/27/1998	
h	I	5,903,641		Tonisson	05/11/1999	
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h	K	6,044,146		Gisby et al.	6,044,146	
h	L	6,222,919	B1	Hollatz et al.	04/24/2001	
h	M	6,278,777	B1	Morley et al.	08/21/2001	
h	N	6,310,951	B1	Wineberg et al.	10/30/2001	
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FOREIGN PATENT DOCUMENTS

[illegible]

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¹Unique citation designation number. ²See attached Kinds of U.S. Patent Documents. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the Indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶Applicant is to place a check mark here if English language Translation is attached.

Substitute for form 1449A/PTO				Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)				Applicati n Numb r	Not yet assigned 10/733 677
				Filing Dat	Herewith
				First Named Inventor	TYAGARAJAN
				Group Art Unit	Not yet assigned
				Examiner Name	Not yet assigned
Sheet	2	of	2	Attorney Docket Number	G15.001

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
B ²	T	"Avaya CRM Solution-MultiVantage™ Call Center Solutions", ©2003 Avaya Inc., download from http://www1.avaya.com/enterprise/solutions/crm/solution5.html on 7/2/2003. 2pgs.	
B ²	U	Avaya, "Overview for Avaya MultiVantage™ Software", 555-233-767, Issue 3, May 2002. 69pgs.	

Examiner Signature	<i>John Q. Reed</i>	Date Considered	10/10/05
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